

0800 - Labor Department

Final Progress Report

for the reporting period July 1, 2003 - June 30, 2004

Section I. Agency Update and Assessment

1. Emerging Issues at the Federal (National) or State level affecting the agency.

As with all other agencies receiving general revenue or federal funds, our primary concern is sustained funding. We make it a priority to constantly monitor actions or events on both the national and state level that could result in reductions in funding or otherwise have a direct impact on any of our agency programs.

2. Status of any new initiatives funded from General Revenue or General Improvement funds in the 2003 Legislative Sessions and other changes made through General Legislation.

We have no new initiatives or legislative changes being implemented at this time.

3. Discuss significant factors internal and external to the agency affecting agency performance.

External factors- Federal OSHA redefines program goals and objectives for the OSHA Consultation program each year, and may change priorities and targeted industries. Our program must then comply with those changes and federal mandates, thus resulting in the need to modify some of our performance measures and monitoring procedures in order to accurately track overall performance. Internal factors- Although the agency feels it is adequately tracking most performance data, we are somewhat unsure how reliable some of the manual tracking is. We are still working on developing and modifying databases to more accurately capture this data.

4. Provide comments on the usefulness and reliability of performance measures.

We feel that the established performance measures are very useful in not only monitoring current performance of the agency, but to provide significant information to develop new initiatives and make necessary changes that will improve or enhance current services and enforcement strategies. With respect to reliability, there are some measures that still require manual "hand-counts" or the use of statistical samples. For better tracking and to ensure accurate results, some data still needs to be more accurately defined.

5. Discuss significant uses of line item flexibility in this report period (agencies operating under Performance-Based Appropriations only).

Not applicable at this time.

Section II. Performance Indicators**Program 1:** Occupational Safety and Health Program**Goal 1:** Improve workplace safety and health in Arkansas**Objective 1:** Reduce the number of occupational fatalities, injuries and illnesses in Arkansas' workforce

| Measure Number | Performance Indicators | Annual Target | FY04 Actual | Comments |
|-------------------|---|---------------|--|--|
| 1 | Number of OSHA consultation visits or interventions in targeted high hazard industries | 154 | 681 | Target has been adjusted for FY2005 |
| 2 | Number of injuries and illnesses reported in targeted high hazard industries. Baseline is 1999 calendar year BLS survey. Logging (SIC 241): 149 Nursing homes (SIC 805): 575 Construction (SIC 15): 239 Amputation injuries 87 | -3% | 19% | 2002 calendar year results Logging -100% Nursing Homes +74% Construction +109% Amputation injuries -7% See comments below |
| 3 | Number (%) of consultation services provided to public and private employers who request services. (777 requests received in FY 01). | 100% | AOSH - 100% OSHA - 90% Overall 95% | Due to a federal requirement that each OSHA consultant maintain a backlog of requests, OSHA will never at any one time provide services at a level of 100%. The agency has requested that this measure be reduced to 90% for FY2005. |
| 4 | Number of participants in OSHA's Safety & Health Awareness & Recognition Program (SHARP). (Baseline is 2 for FY01) | 4 | 20 | |
| 5 | Number of focused training and education seminars or classes. | 74 | 151 | |
| 6 | Response rate on injury and illness surveys. | 85% | 90% | |

Comments on performance matters related to Objective 1:

The purpose of the OSHA Consultation program is to assist employers in identifying and correcting workplace hazards and establishing safety and health management systems. However, our ability to make a significant impact on the number of fatalities, injuries and illnesses for any particular industry is limited because assistance is provided only to those businesses that request services. The agency will continue to gather and report industry statistics, but has revised this measure to better reflect the program's impact on those businesses using our services rather than any industry as a whole.

Program 2: Labor Standards

Goal 1: Promote and protect the economic security of workers and their families through the administration and enforcement of Arkansas' laws relating to labor standards

Objective 1: Ensure compliance with state's wage and hour laws and child labor laws, and improve dispute resolution services

| <u>Measure Number</u> | <u>Performance Indicators</u> | <u>Annual Target</u> | <u>FY04 Actual</u> | <u>Comments</u> |
|-----------------------|--|----------------------|--------------------|-----------------|
| 1 | % of violators during past 5 years inspected. | 85% | 97% | |
| 2 | % of complaints with investigation initiated in less than 30 days. | 85% | 85% | |
| 3 | % of wage claims investigations completed within 60 days. | 78% | 83% | |
| 4 | % of hearings scheduled within 30 days of receipt of request. | 85% | 85% | |
| 5 | Maintain a response rate of 65% from targeted contractors on wage surveys. | 65% | 71% | |
| 6 | Provide mediation assistance and compliance training on 100% of requests. | 100% | 100% | |
| 7 | Number of annual training sessions. | 10 | 12 | |

Comments on performance matters related to Objective 1:

Program 3: Code Enforcement (Public Safety)

Goal 1: Improve public safety with respect to operation and use of devices and functions regulated by the agency

Objective 1: Minimize accidents, injuries and fatalities resulting from improper construction, installation, operation or use, and repair of devices or functions regulated by the agency

| <u>Measure Number</u> | <u>Performance Indicators</u> | <u>Annual Target</u> | <u>FY04 Actual</u> | <u>Comments</u> |
|-----------------------|---|----------------------|--------------------|--|
| 1 | Compliance inspections conducted at 100% of reported amusement rides and attractions. | 100% | 100% | |
| 2 | Conduct or verify compliance inspections within 60 days of due date on boilers and elevators. | 86% | 93% | Boiler - 93% Elevator - 93% |
| 3 | Ensure that 95% of cited safety violations are corrected within 60 days of inspection. | 95% | 78% | Boiler - 95%; Elevator - 50%; Amusement Rides - 89% See comments below |
| 4 | Issue permits and licenses within 2 working days of receipt of a technically qualifying application | 97% | 97% | Boiler - 97%; Electrical - 98%; Elevator - 97% Although Boiler Inspection met their target, they would have been at 100% had they not accommodated one customer who renewed 294 Operator Licenses with one check in July 2003. This process exceeded the 2-day requirement which reduced their overall performance rating. |

Comments on performance matters related to Objective 1:

The Elevator Inspection Section has addressed 100% of violations, but have granted time extensions beyond the 60-day requirement for the remaining 50% due to the nature of repairs needed to be in full compliance. Also, verification of corrections are difficult for amusement rides due to the mobility of this industry and the limited number of certified inspectors to conduct these compliance inspections. The agency is working on procedures to improve this result in coming years.

Program 4: Administrative Services

Goal 1: Ensure responsible administration of the agency's human, financial, material and technological resources

Objective 1: Provide support and resources necessary to ensure that department programs are able to meet their objectives and performance targets

| <u>Measure Number</u> | <u>Performance Indicators</u> | <u>Annual Target</u> | <u>FY04 Actual</u> | <u>Comments</u> |
|-----------------------|--|----------------------|--------------------|--|
| 1 | Number of prior year state or federal audit findings repeated in subsequent audit. | less than 4 | 0 | |
| 2 | Percent of agency performance measures met. | 92% | 81% | |
| 3 | Percent of agency Administration budget to total agency budget. | less than 20% | 15% | |
| 4 | Percent of agency Administrative positions to total positions | less than 20% | 18% | |
| 5 | Percent of agency Information Technology budget to total agency budget | less than 5% | 6% | IT expenditures slightly exceed the target because of federal mandates to replacement IT equipment for the OSHA Consultation program that was not originally budgeted in FY2004. |

Comments on performance matters related to Objective 1: